



# **Agency of Transportation Strategic Plan**

Planning Period: 2021

## MISSION

The Vermont Agency of Transportation's mission is to provide for the safe and efficient movement of people and goods.

## VISION

The Vermont Agency of Transportation's vision is a safe, reliable and multimodal transportation system that promotes Vermont's quality of life and economic wellbeing.

## VALUES

- **SAFETY:** Make safety a critical component in the development, implementation, operation and maintenance of the transportation system.
- **CUSTOMER SERVICE:** Understand and accommodate customer expectations.
- **INNOVATION & EXCELLENCE:** Cultivate and continually pursue innovation and excellence in planning, project development and customer service.
- **PLANNING:** Optimize the movement of people and goods with resilient, balanced modal alternatives and sustainable funding.
- **PRESERVATION:** Protect the state's investment in its transportation system.
- **ENVIRONMENTAL STEWARDSHIP:** Build, operate and manage transportation assets in an environmentally responsible manner.

## GOALS

- **Goal 1:** Provide a safe and resilient transportation system in an environmentally responsible manner.
- **Goal 2:** Preserve, maintain and operate the transportation system in the most cost effective and efficient manner.
- **Goal 3:** Provide Vermonters energy efficient travel choices/options.
- **Goal 4:** Provide quality customer service.
- **Goal 5:** Develop a workforce to meet the strategic needs of the Agency.